














Section 5- Priority Performance Indicators

Code	PI Title	Frequency	25/26 Baseline			26/27 target	Rationale for Inclusion	Link to LOIP priority
			2025/26			2026/27		
			Value	Target	Status	Target		
CDS-05-BIP-4	Percentage of ICT reported incidents and minor changes resolved within SLA targets	Quarterly	92.6%	90%		80%	Measure of the ICT Service response to resolve ICT issues against pre-defined service levels.	Best value
CDS-08-BIP-4	Housing Benefit - % of new claims decided within 14 days of receiving all information	Quarterly	99%	96%		97%	IS/SOLACE and Benchmarking PI	Best value
CDS-09-BIP-4	Housing Benefit - Average days to process change events	Quarterly	5	6		6	IS/SOLACE and Benchmarking PI	Best value
CDS-10-BIP-4	Council Tax Reduction - Average days to process change events	Quarterly	10	6		6	IS/SOLACE and Benchmarking PI	Best value
FA-BIP-01	Percentage of finalised audit outputs against the number anticipated in the annual audit plan.	Quarterly	57%	100%		95%	Measure of volume of work completed by Internal Audit.	Evidence based planning
FA-BIP-08	Percentage of Key Financial Returns Completed on Time	Quarterly	91.9%	100%		100%	CIPFA DoF Benchmarking PI	Best value
FA-BIP-09	Percentage of fraud referrals assessed within 5 days	Quarterly	98.15%	97%		97%	Indicator measures timescales for assessment of fraud referrals	Best Value
FA-BIP-10	Percentage of fraud investigations commenced within 10 days of assessment	Quarterly	100%	100%		100%	Indicator measures initial progress of fraud referrals. Excludes data matching.	Best value
FDS-06-BIP-4	Housing Benefit - Average Days to fully process new claims	Monthly	18	22		22	IS/SOLACE and Benchmarking PI	Best value

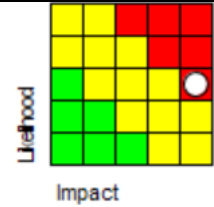
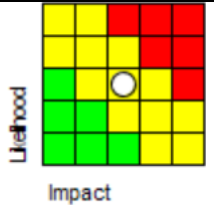
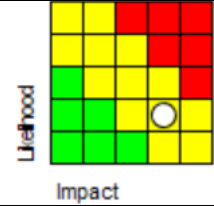
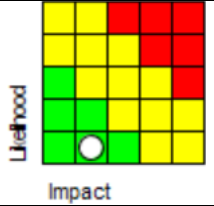
FDS-07-BIP-4	Council Tax Reduction - Average Days to fully process new claims	Monthly	26	25		25	IS/SOLACE and Benchmarking PI	Best value
FDS-BIP-03	Rent Arrears - Active accounts (Monetary value)	Monthly	£774,165	£990,000		£750,000	To improve performance in reducing rent arrears	East Dunbartonshire is a safe place in which to live, work and visit.
FDS-SOL-CORP7	Council Tax Collection - Percentage of income due received by the end of the year	Monthly	97.64%	97%		97%	National benchmarking PI and Financial PI	Best value
OT-BIP19-09	% Delivery of projects committed in the transformation programme within scheduled timescales	Quarterly	52%	75%		65%	To maximise delivery and understand achievability of delivering outcomes	Best value

Section 6- Sustainability

Service activity	Impacts on climate change mitigation	Impacts on climate change adaptation	Impacts on biodiversity	Impacts on greenspace	Other sustainability impacts
<p>Investment</p> <p>Many sectors with the largest additional capital requirement for decarbonisation are not devolved, such as electricity and fuel supply, and are largely funded by private investment and consumers rather than the public sector.</p> <p>Consequently, alignment of direct and indirect Council investment with low emissions technology and infrastructure is an effective way</p>	<p>A defined amount of surplus funds are invested in sustainable investment through Link which will be reviewed against returns. At the time of writing the Council has £2m invested in a sustainable deposit with Standard Chartered Bank.</p> <p>The sustainable deposit for Standard Chartered bank differs to standard fixed term deposits as these deposits have an underlying commitment to supporting activities that provide sustainable and environmentally friendly services and products.</p> <p>In the case of the Standard Chartered Sustainable Deposit, the deposit guarantees that</p>	<p>Sustainable investments can support climate adaptation.</p>	<p>Reducing emissions through investments will help to limit the impact of climate change on biodiversity.</p>	<p>Reducing emissions through investments will help to limit the impact of climate change on nature and greenspaces.</p>	<p>Low emission alternatives often have beneficial impacts on health and social outcomes through improved air quality.</p>

<p>to support decarbonisation. Particularly since electrification for heat and transport decarbonisation will create additional demand for renewable energy and renewable energy infrastructure, meaning that there is a need for significant investment in renewable technology.</p>	<p>investment is referenced against sustainable assets, both existing and future. The investments are referenced against the United Nations Sustainable Development Goals (SGDs), so funds are put to work addressing some of the world's biggest long-term threats including, but not limited to, climate change, health, financial inclusion and education. The deposits have third party verification, with the framework independently reviewed on an annual basis to ensure that the latest thinking and trends are regularly incorporated.</p>				
<p>Future technology landscape</p>	<p>Reduce duplication and fragmentation of applications through rationalisation and integrations. Cloud First</p>	<p>Reduction of applications can lead to emissions reductions.</p>	<p>Reducing emissions will help to limit the impact of climate change on biodiversity.</p>	<p>Reducing emissions will help to limit the impact of climate change on nature and greenspaces..</p>	<p>Low emission alternatives often have beneficial impacts on health and social outcomes through improved air quality.</p>

Section 7- Risk Management

Description	Treatment Strategy	Internal Controls	Category(s)	LOIP Outcome(s)	Current Risk Matrix	Target Risk Matrix	Linked Actions
Financial Risks	Treat	Finance will continue to support the Council to operate within its available financial envelope. This is increasingly challenging and involves budget setting and monitoring, providing costings and budget impacts of potential savings options, and providing challenge to cost pressures.	Economic	All			Provision of financial support for developing an operating model and workforce of the future to ensure flexibility and resilience in event of reduction in funding.
ICT Infrastructure Provision	Treat	Technical, Physical and Procedural Controls	Technological	All			Implementation of recommendations made by internal audit and other bodies.

Section 8- Consultation and Engagement

Title	Is this activity a consultation or engagement exercise?	Description	Audience	How this engagement will be used to inform planning and service delivery	Planned Start Date	End Date
Digital development engagement	Engagement	Seek out opportunities for innovation and transformation through digital development	EDC Senior Leadership Team	Will form basis of future Digital Development Programme	April 2026	March 2027
Once for Scotland approach	Engagement	Focuses on improving collaboration, sharing resources and simplifying processes to ensure consistent and efficient service delivery	EDC Senior Leadership Team	Ensures joined up public services across Scotland	April 2026	March 2026

Annual Council House Rent	Engagement	Consultation with tenants on the proposed annual rent review in line with Housing (Scotland) Act 2001.	Tenants and residents Tenant Participation Working Group Elected Members	Tenants consulted on the proposed annual rent review in line with legislation. Newsletter with section on rent review issued to all 3800+ tenants for comment.	September 2026	March 2027
Tenant Participation Working Group	Engagement	Main consultative forum with meetings held 5 times per year. In line with legislation and good practice re tenant participation. The Housing Service facilitates regular meetings to consult with and/or bring to the attention of TPWG members, any proposed changes to service and/or provide	Tenants and residents Elected members Executive Officers Property Maintenance	Feedback received is used to guide the Housing Service on proposals to Council regarding services and how to improve them.	April 2026	March 2027



		information on service performance. TPWG will now be presented with HGIOS, annual & quarterly indicators at meetings.				
Audit feedback forms	Engagement	Feedback link provided to all internal audit clients.	Internal Audit Clients	To improve future working practices of the Internal audit team	01-Apr-26	31-Mar-27
Fraud engagement	Engagement	Continued engagement with all services and key stakeholders	All Services	To ensure continual development of an anti-fraud culture.	Ongoing	
Participatory Budgeting	Consultation	To obtain residents' views on budget priorities.	All Services	To inform budget setting process	Ongoing	